

ORDINANCE NO. 3694

**AN ORDINANCE TO AMEND SECTION 10-A POLICY FOR NON-PAY SHUT-OFFS
SET FORTH IN EXHIBIT A TO SECTION 110-49 OF THE CODE OF ORDINANCES
OF THE CITY OF BESSEMER**

BE IT ORDAINED, by the City Council of the City of Bessemer in the State of Alabama, while in regular session duly assembled with a quorum being present, as follows:

Section 1. Section 10-A Policy for Non-Pay Shut-Offs set forth in Exhibit A to Section 110-49, of the Code of Ordinances of the City of Bessemer, Alabama is hereby repealed and restated as follows:

10-A. Policy for Non-Pay Shut-Off's

The policy is to ensure that utility services are disconnected only after a clear and consistent process has been followed, with a focus on preventing erroneous shutoffs. The key principle is that customers with a significant and prolonged past-due balance (two months or more) are subject to disconnection, but with a built-in review process to protect those who have made arrangements or have special circumstances hereinafter set forth.

Procedure

The procedure for disconnections and reconnections is a process initiated by the customer's delinquent account status and culminating in Revenue Protection Personnel (RPP) action.

Procedure for Disconnection

1. **Trigger Condition:** An account is flagged for potential disconnection when it is **over 31 days past due**.
2. **Dunning Process Initiation:** Once the trigger condition is met, the account is assigned a **disconnect status (C)**, which means it is "Pending Disconnection."
3. **Mandatory Office Review:** Before a final disconnect order is dispatched to a Field Technician, the Business Office Supervisor or Senior Utility Representative must perform a mandatory review of the account. The purpose of this step is to function as a safeguard against incorrect disconnection.
4. **Review Checklist:** RPP must specifically check for the following on the customer's account:
 1. **Installment plans:** A customer who has paid one-half (1/2) of the outstanding balance due and made a formal payment arrangement to pay the remaining outstanding balance not to exceed four equal payments over a period of four months and is making payments consistent with the formal arrangement should not have their service disconnected.
 2. **Notes:** Any special notes added by customer service representatives that may contain crucial information preventing a shut-off (i.e., a medical alert, or an open dispute under investigation).

5. **Disconnection Cancellation:** If the RPP finds an installment plan which is being paid in accordance with the installment plan as described hereinabove, or a relevant note, they must immediately **remove the disconnect status** from the account and send the account to the Business Office Supervisor or Senior Utility Representative for review prior to the account being placed back on disconnect status. This action prevents the service from being shut off without a review of the account by a Supervisor.

Procedure for Reconnection


1. **Reconnection Trigger:** A reconnection is triggered when a customer with a disconnected service takes the following two actions:
 - o Makes a **payment** of at least one-half of their outstanding balance; and .
 - o **Sets up a payment arrangement** with the utility to re-pay the remaining outstanding balance in equal payments over a period not to exceed four (4) months.
2. **Service Order Creation:** Once a payment and payment arrangement as set forth above is confirmed, a **re-connect service order** is created.
3. **Technician Dispatch:** The service order is then sent to RPP, instructing them to **restore the customer's service**. The technician's action will complete the reconnection process.

Section 2. Repealer. All ordinances or parts of ordinances heretofore adopted by the City Council of the City of Bessemer, Alabama that are inconsistent with the provisions of this ordinance are hereby expressly repealed.

Section 3. Severability. If any part, section or subdivision of this ordinance shall be held unconstitutional or invalid for any reason, such holding shall not be construed to invalidate or impair the remainder of this ordinance, which shall continue in full force and effect notwithstanding such holding.

Section 4. Effective Date. This ordinance shall become effective upon its due adoption as provided by law.

ADOPTED this the 10th day of March 2026.



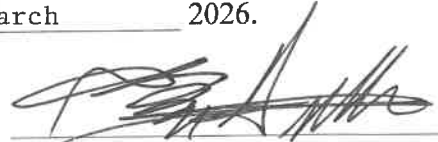
JARVIS COLLIER
President, Bessemer City Council

ATTEST:



WANDA D. TAYLOR
City Clerk

APPROVED this the 10 day of March 2026.

A handwritten signature in black ink, appearing to read 'Kenneth E. Gulley', written over a horizontal line.

KENNETH E. GULLEY
Mayor, City of Bessemer